

Community Support Services Central Queensland – Gladstone Districts

In the event of a disaster, Community Recovery work with a wide range of organisations to minimise the impact and ensure the recovery of affected communities. If you need assistance or support to assist you and your family, please use this brochure for information and contact details for key community services available in your local area.

Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities and the Arts

Community Recovery Hotline 1800 173 349
General Enquiries 13 74 68

General Support

Australian Red Cross 1800 733 276
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500
St Vincent de Paul (Statewide Assistance)
..... 1800 846 643
The Salvation Army (Assessment Line)
..... 1300 371 288

Accommodation

Homeless Hotline 1800 474 753
Tenants Queensland 1300 744 263

Employment / Income

Centrelink Australian Apprenticeships 13 36 33
Centrelink Employment Services 13 28 50
Employment Services Information 1800 464 800
Family Assistance Office 13 61 50
Job Seeker Hotline 13 62 68
Medicare – General Enquiries 13 20 11
National Debt Helpline 1800 007 007
Older Australians Line 13 23 00
Services Australia Information Services 13 24 68
UnitingCare Community Financial Care Line
..... 1800 007 007

Legal & Advocacy

Australian Financial Complaints Authority
..... 1800 367 678
Basic Rights Queensland 1800 358 511
Commonwealth Ombudsman 1300 362 072
Energy & Water Ombudsman 1800 662 837
Insurance Council Australia 1300 728 228
Legal Aid Queensland 1300 651 188
Office of Fair Trading 13 74 68
Residential Tenancies Authority 1300 366 311
Telecommunications Industry Ombudsman
..... 1800 062 058

Business / Primary Producer

Department Agriculture & Fisheries
General Enquiries 13 25 23
Queensland Rural & Industry Development
Authority 1800 623 946

Health / Mental Health

Australian Red Cross 1300 554 419
Beyond Blue Info Line 1300 224 636
Community Mental Health 4913 3200

DV Connect Mensline 1800 600 626
DV Connect Womensline 1800 811 811
Kid's Help Line 1800 551 800
Lifeline Telephone Counselling 13 11 14
Mensline Australia 1300 789 978
Parentline 1300 301 300
Queensland Health – 13HEALTH 13 43 25 84
Relationships Australia 1300 364 277

Local Support Agencies

Gladstone Region and Banana Shire

Material Goods & Emergency Relief

Anglicare Biloela 4995 4400
Anglicare Moura 4995 4400
Anglicare Central Queensland 4837 5300
Anglicare Gladstone 4970 6100
Banana Shire Support Centre 4992 3322
Salvation Army – Gladstone 4972 1844
St Vincent De Paul 4927 6026
St Vincent De Paul Biloela 4992 2808
St Vincent De Paul Theodore 4993 2111
St Vincent De Paul Moura 4997 2678

Family Support and Advisory Services

Gladstone Regional Council Community and
Neighbourhood Centre 4976 6300
Roseberry Qld 4972 0047
Salvation Army Family Welfare Centre 4972 6878

Council Contacts

Gladstone Regional Council

Local Disaster Coordination Centre 4970 0700
Emergency Dashboard – RegionWatch:
<https://regionwatch.gladstone.qld.gov.au/>

Banana Shire Council

Enquiry line 4992 9500
Disaster Information:
<https://www.banana.qld.gov.au/council-services/infrastructure-services/disaster-management>

Other Support

Animal Welfare League Qld 5509 9000
Crime Stoppers Australia 1800 333 000
Disability and Community Care 13 74 68
Elder Abuse Helpline 1300 651 192
Emergency (24/7) 13 19 62
Energex General Enquiries 13 12 53
Ergon Energy – Customer Service 13 10 46
Life Threatening Emergencies (24/7) 13 16 70
NDIS 1800 800 110

Optus – Customer Service	13 39 37
Origin Energy and Gas.....	13 24 61
Poisons Information Centre.....	13 11 26
Policelink	131 444
Qld Community Support Scheme	1800 600 300
RSPCA	1300 264 625
Telephone Interpreting Service	13 14 50
SES Flood / Storm Emergency	13 25 00
Telstra - Crowd Support	13 22 00

Commonwealth Government assistance

Australian Government information on help available in an emergency
www.humanservices.gov.au/customer/themes/help-in-an-emergency

Further information is available at
<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster> or by phoning the Community Recovery Hotline **1800 173 349**.

Follow us on Facebook @RecoveryQLD



Managing stress after a disaster

Information about managing stress, including symptoms, coping methods, and how to access help
www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster

Information about family relationships after a disaster, the effects, and how to access help
www.qld.gov.au/community/disasters-emergencies/family-relationships

My Useful Contacts











Useful Links

QLD Government Disaster Management Website

This website contains warning and alerts, get ready information, and key contacts for disasters and emergencies www.disaster.qld.gov.au

Current disasters

Information about current disasters in Queensland and activated areas www.qld.gov.au/community/disasters-emergencies/current-disasters/

Support

Information about financial, business, and personal and family support available to people affected by a disaster
www.qld.gov.au/community/disasters-emergencies/support

Recovery after a disaster

Information about cleaning up, making an insurance claim, replacing documents, and volunteering
www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster